

# *Volunteer Handbook*

## **Fayetteville Parks and Recreation Mission Statement**

***To meet the parks and recreational needs of all by providing a safe and diversified park system that encourages community pride, visionary planning and operations, and environmental stewardship.***

**Welcome to Fayetteville Parks and Recreation!** We are excited about your interest in volunteering and hope you will enjoy being involved with our community. This ***Volunteer Handbook*** provides information on Fayetteville Parks and Recreation, its facilities and services, volunteer opportunities and specific instructions on policies and procedures.

Fayetteville Parks and Recreation offers a multitude of volunteer opportunities on its numerous acres of park land, lakes and trails. Park land also includes natural areas, community and neighborhood parks, streetscapes and public lands. Opportunities are available for volunteers along trail and creek corridors, with sporting programs, in gardens and landscapes, in community gardens, at community centers, dog parks and sports facilities.

## **The Program: Purpose, Benefits, and Recognition**

The purpose of the Volunteer Program is to provide rewarding opportunities for citizens to get involved in their community and to support our mission. Volunteers provide invaluable assistance through various activities.

Volunteering is rewarding. People gain knowledge about their community and special projects, they expand and share experiences, make new friends, and discover new interests and abilities. One of the greatest rewards of volunteering is the sense of personal achievement and satisfaction of helping an organization succeed. There are also tangible benefits including:

- Volunteer hours are accepted as service group requirements.
- Lunch for two group representatives is on us at the annual Volunteer Recognition Luncheon.
- Signage with your name, company or group name will be placed at parks and trails that are officially adopted.

## **How Do I Start and Participate?**

Volunteers can sign up any time throughout the year by phone, e-mails, or at the Parks and Recreation Office.

- **Fill out and return** the Volunteer Application at the end of this document and you will be contacted by a Volunteer Coordinator.
- **Communicate** your work date to a Volunteer Coordinator at least two weeks in advance of the event.
- **Designate a representative** who will be responsible for scheduling, organizing and activity reporting.
- **Your efforts are very important to us!** Report within 24 hours the date, total number of hours and volunteers, and activities to the appropriate Volunteer Coordinator.

- **Certain programs require orientation and training.** Habitat Restoration event volunteers are oriented and trained on-site just prior and during volunteer events. Other programs, such as Trail Trekkers hold formal orientation and training sessions.

## Volunteer Opportunities

- **Adopt-A-Park and Adopt-A-Trail** are components of the Volunteer Program. Adopters are required to work three times per year. The first work session must occur within six months of adopting, followed by two additional work dates before the year's end. After these requirements are met and the Adopter commits to continue, a sign with your organization name will be installed at the park or trail you choose to adopt.
- **Tidiness Efforts** include litter cleanup from grounds, trails, and creeks.
- **Garden & Grounds Maintenance** includes assisting with garden tasks, painting and cleaning of facilities.
- **Environmental Projects** -The Adopt-A-Park Program provides a system for volunteers to commit to working with City staff to achieve common goals of preserving Fayetteville's ecological assets and natural heritage. We encourage interested citizens to participate in on-going Habitat Restoration projects.
- **Trail Trekkers** is a year-round program that provides safety, education, and assistance to all trail users. Volunteers participate in a formal training program.

We endeavor to match volunteers with tasks and options that best suit their group size, interests and talents. This in turn ensures a positive and productive experience for both the volunteer and Parks and Recreation programs and events. If you have any questions about volunteering please contact one of the volunteer coordinators listed below for further information:

### Adopt-Program, Environmental & General Volunteering, Kristina Jones

Fayetteville Parks and Recreation, Volunteer Program  
1455 S. Happy Hollow Rd  
Fayetteville AR 72701  
Phone (479) 444-3467  
Fax: (479) 521-7714  
E-mail: [parksvolunteer@fayetteville-ar.gov](mailto:parksvolunteer@fayetteville-ar.gov)  
Website: [www.fayetteville-ar.gov](http://www.fayetteville-ar.gov)

### Trail Trekker & Recreation Programs Volunteering, Alan Spann

Fayetteville Parks and Recreation, Trail Trekkers Program  
1455 S Happy Hollow Rd  
Fayetteville AR 72701  
Phone: (479) 444-3481  
Fax: (479) 521-7714  
E-mail: [aspann@fayetteville-ar.gov](mailto:aspann@fayetteville-ar.gov)  
Website: [www.fayetteville-ar.gov](http://www.fayetteville-ar.gov)

## Who can volunteer?

Everyone is welcome! Non-profit organizations, Corporations, Clubs, Master Gardeners and Naturalists, Neighborhood Associations, Scouts and individuals are volunteers.

### Volunteer Options

- Officially Adopt-A-Park or Trail – three times per year and commit to continue.
- Work on an “As-Needed” basis – periodically with no long term commitment
- Work on a Special Project or Process – examples include Eagle Scouts and Master Gardeners and Master Naturalists, or an ongoing habitat restoration.

## What else do I need to know?

**Safety and Personal Protective Equipment** Depending on the jobs performed, safety equipment such as gloves, goggles, sturdy shoes, earplugs, sun hats, or sunscreen may be appropriate. The Volunteer Coordinator will discuss this

with volunteers so you can be as comfortable as possible. Gloves and tools are provided by Fayetteville Parks and Recreation. **It is vital that all volunteers wear close-toed shoes.**

**Absences** Volunteers who can not report for their job assignments should notify the Volunteer Coordinator as soon as possible. **If it is necessary to cancel a scheduled day, please speak with Parks and Recreation Staff member in advance of your scheduled work date.**

**American with Disabilities Act (ADA)** Volunteers who are disabled should bring those needs to the attention of the Volunteer Coordinator. Fayetteville Parks and Recreation complies with ADA guidelines and will make every effort to accommodate whenever possible.

**Dress Code** We want you to be comfortable and wear appropriate clothing for the task assigned; we ask that our volunteers project a professional image in their attire.

**Drug Free Workplace** Fayetteville Parks and Recreation has a vital interest in maintaining a safe and efficient work environment for volunteers and employees. Use of drugs or alcohol, or being in an impaired condition is not tolerated. Violation of this policy will result in the termination of one's status as a volunteer.

**Plant Collection** No plants or seeds may be installed or removed from any park property unless authorized by a Fayetteville Parks and Recreation Staff Member.

**Harassment** No volunteer should experience any harassment. Incidents of this nature should be reported immediately to the Volunteer Coordinator or Fayetteville Parks and Recreation Director or staff member for investigation.

**Weather** If there is inclement weather, you may reschedule your workday with the appropriate Volunteer Coordinator.

**Emergency** Any volunteer who observes a medical or any other type of emergency should call 911 first then contact a Parks and Recreation staff member.

**Grievances** about work-related issues should be discussed with an appropriate Parks Division Staff Member. Every attempt will be made to resolve a problem through a discussion process. However, if a matter remains unresolved, it will be referred to the Fayetteville Parks and Recreation Director so a final resolution can be reached.

**Park Patron Relations** As a volunteer you represent Fayetteville and have an important role to play in enhancing the visitor's perception of Fayetteville Parks. Volunteers should always be friendly and helpful. If a visitor's question can not be answered, the visitor should be directed to an appropriate staff member for an answer. If a volunteer observes inappropriate behavior from a visitor, they should report the problem immediately to the Volunteer Coordinator or the group representative.



# Volunteer Application

**Mail or deliver to:** Fayetteville Parks and Recreation, Volunteer Program  
1455 S Happy Hollow Rd., Fayetteville AR  
**Or:** Fax: (479) 521-7714 E-mail: [parksvolunteer@fayetteville-ar.gov](mailto:parksvolunteer@fayetteville-ar.gov)

**Please select area of interest:** Adopt Program    Trail Trekkers    Habitat Restoration    Other\_\_\_\_\_

\_\_\_\_\_  
**Individual or Organization Name**

\_\_\_\_\_  
**Date**

\_\_\_\_\_  
**Primary Contact**

\_\_\_\_\_  
**Secondary Contact**

\_\_\_\_\_  
**Emergency Contact**

\_\_\_\_\_  
Address/Organization Permanent Address

\_\_\_\_\_  
Permanent Address

\_\_\_\_\_  
Address

\_\_\_\_\_  
City, State, Zip

\_\_\_\_\_  
City, State, Zip

\_\_\_\_\_  
Emergency Phone Number

\_\_\_\_\_  
( ) -

\_\_\_\_\_  
( ) -

\_\_\_\_\_  
Phone Number

\_\_\_\_\_  
Phone Number

\_\_\_\_\_  
Relationship

\_\_\_\_\_  
( ) -

\_\_\_\_\_  
( ) -

\_\_\_\_\_  
Alternate Number

\_\_\_\_\_  
Alternate Number

\_\_\_\_\_  
E-Mail Address

\_\_\_\_\_  
E-Mail Address

## Medical

Do you have any medical condition we should be aware of? (i.e.: heart condition, back problems, asthma, allergies, etc.). Specify:

## Special Skills, Training, Hobbies & Interest

List any hobbies, training or background which may be applicable: \_\_\_\_\_

**For the purpose of public relations, do you wish to remain anonymous?**    Yes    or No

**Do you want to officially Adopt-A-Park or Trail?**    Yes    or No

**If yes, which park/trail?**

(Visit [www.fayetteville-ar.gov](http://www.fayetteville-ar.gov) for park/trail details. A Volunteer Coordinator can answer location questions.)

**If yes, what is the specific name you want on your sign? (Please print clearly)**

**Briefly explain why you are interested in volunteering.**\_\_\_\_\_

**The information stated on this application is true and correct to the best of my knowledge and belief and is made in good faith. Any false statements made by me may be used as a rejection of this application.**

**Signature**\_\_\_\_\_ **Date**\_\_\_\_\_

**Thank you for your interest in our community. We look forward to meeting you and appreciate the generous offer of your time and skills.**

**SUBMIT**